

ABSTRACT OF THE DISCLOSURE

An architecture for monitoring quality of service in a telecommunication network having a set of terminals provides for the terminals of the set of terminals to house measuring agents able to be configured to interface with processes selected among processes for managing the application sessions of the network and processes for measuring the operating conditions of the network itself. Also provided is a management and configuration sub-system having a module for scheduling quality of service measurement campaigns capable of involving respective sub-sets of terminals according to a set of characteristics identifying the measurement campaign. The scheduling module is capable of configuring, for the purposes of the execution of the measurement campaigns, the measuring agents housed by the terminals included in the related subsets according to the set of identifying characteristics. An additional sub-system for managing the collection of the measurement data has a database for storing the measurement data and a processing centre for processing the data.